

CUSTOMER COMMENTS ON FILING AND LOGGING  
(Action is recommended on all items except  
those identified with an asterisk (\*))

1. Registry can't locate reference material.
2. Secretaries can't find (after hours).
3. File system not organized and has overlapping and duplicate titles. (Four headings on NSC)
4. Backlog in filing delays reference.
5. Registry keeps material that isn't necessary.
6. Should keep a chrono copy for approval items and do not.
7. Registry can't determine what should be retained.
8. No chrono copy in DDP on items written for DCI signature.
9. No suspense on items requiring DDP signature or action.
- \*10. Do not attach the abstract to incoming documents, serves no purpose and Mr. Missel is annoyed with extra paper. (One Secretary prefers to have the abstract attached - more convenient reference in searching for documents in process.)
11. Do not file pink routing sheets unless they bear pertinent comments or document coordination made.
12. Assign DDP Number to ER controlled items so a chronological log will be complete.
13. Have started own chrono file because we can't rely on Registry.
14. Stop trying to control internal routing - delays are too great and much material is handcarried and misses the control anyway.
15. System should provide for expedite service, on urgent cases, i.e., let Secretary get DDP Number and have Registry prepare abstract after transmittal.
- \*16. TS system takes too long.
- \*17. Why establish TS control before document is signed or approved? (Each change has to be registered.)

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18. A good chrono file and a good tickler system would be the biggest help.
19. Eliminate the abstract alphabetical index.
20. Registry won't file a cable in the Subject File.
21. DDP has no reference copy on items prepared at a lower level, concurred in by DDP and forwarded to DCI for approval or signing. (If DCI has a question, DDP has to go back to the originator for a copy.
22. Registry is reluctant to establish new files as requested, i.e. they try to work material into the existing file headings.
23. Registry should maintain a record of comments made in DDP - on the abstract or a copy of the annotated document.

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